



ADAPTING TO A CULTURALLY CHANGING ENVIRONMENT

**Workshop Sharing: Global Workplaces and Global
Collaborations: Connecting Indiana to the World**

MY BACKGROUND

- Native to Shanghai, China
- Student of Pharmacy College of Fudan (Shanghai) Medical University
- Came to US for graduate studies at the Rutgers University (NJ)
- MBA from Kelley School of Business (IUPUI)
- Employee of Eli Lilly and Company (R&D)
- Community Service
 - Board of the Chinese Culture Network of Eli Lilly
 - United Way Diversity Breakfast Committee
 - Indianapolis-Hangzhou Sister City Committee
- Lilly's Global Outreach Ambassador: 2012 Morocco Team



ADAPTING TO CHANGES AND HARNESSING THE OPPORTUNITIES

- Changed from “reactive” to “proactive”
 - Learned to make decisions when things are uncertain
 - Willingness to try; not afraid of failures
 - Look for opportunities
 - Volunteering
 - Contributing
 - Leading: build from ground zero
- It is a life journey
 - Lifetime learning process
 - Challenges, struggles, growth and accomplishments



INDIANAPOLIS-HANGZHOU SISTER CITY PROGRAMS

- Work with Indy organizations to increase the exchange activities in the culture/arts, education, municipality, and business development.
- Provide culture consultations and connections to Hangzhou China
- Promote partnerships with Hangzhou and Chinese culture
- Offer Internships all year round (Hired by the Mayor's Office, and Work directly with the committee)





Introduction of Indianapolis – Hangzhou Sister City Committee (IHSCC)

To promote Indianapolis as an international city, on December 2012, Mayor Gregory Ballard signed Sister City agreement with Hangzhou, China, and made Hangzhou Indianapolis' fifth Sister City. Under the direction of Mayor's Office, Indianapolis – Hangzhou Sister City Committee (IHSCC) was established on March 2011. IHSCC is a volunteer organization whose members are bilingual and skilled in leadership. The mission of IHSCC is to promote cultural understanding between Indianapolis and Hangzhou by the cultural, education, civil exchange activities and business development.



Indianapolis Sister Cities International Festival

September 2013, 3rd annual Indianapolis Sister Cities International Festival was held in downtown Indianapolis to celebrate the friendships with the eight foreign sister cities of Indianapolis. IHSCC volunteers actively prepared for Hangzhou booth for the event, promoting the Hangzhou and Chinese cultures. Committee members are very talent individuals, performing dancing, singing, and other activities on the day of celebration.



Increase Municipal Relationships

Hangzhou Sister City Committee members working closely with the Mayor's Office to host officials from Hangzhou City and Zhejiang Providence.



Librarian Hosting

IHSCC volunteers used their own vacation time to accompany the Director of International and Cultural Affairs of the Mayor's Office to visit Hangzhou, establishing the foundation for the Indianapolis-Hangzhou librarian exchange program and the five-year education exchange agreement between the Perry Township and Xiacheng Education District.

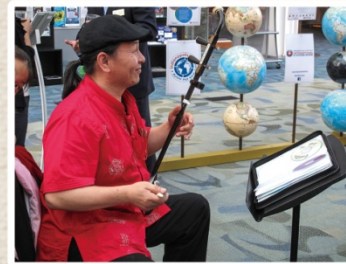
Committee has actively involved with planning and hosting of Hangzhou visitors. Volunteers companied the visiting Hangzhou librarians to tour the city and attended sports events.



Library Event



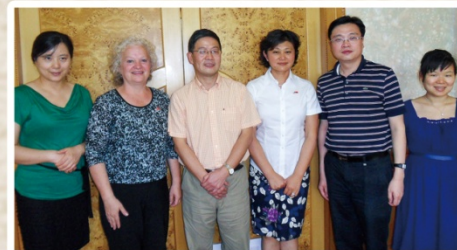
The three-month Hangzhou "Reflection of the West Lake" Book Exhibition held in the Indianapolis Public Library announced the collaborations of Sister City Libraries. This event led to the librarian exchanges in 2012 and an Indianapolis Exhibition in Hangzhou in 2013.



Citizen Diplomacy

Sister Cities International creates lifelong friendships that provide prosperity and peace through person-to-person "citizen diplomacy." Indianapolis Mayor Ballard empowers his citizen and organization leaders to lead the Indianapolis sister city collaborations with the cities overseas.

IHSCC volunteers used their own free time to accompany the Director of Indianapolis City Mayor's Office for visiting Hangzhou, which helped establishing the foundation of Indianapolis-Hangzhou librarian exchange program and five year agreement of education exchange program between Perry Township and Xiacheng education district.



"A Taste of Indianapolis"

To celebrate the fifth anniversary of sister city relation of Indianapolis and Hangzhou, Exhibition "A Taste of Indianapolis" opened at Hangzhou Library on October 1, 2013. This one-month exhibition demonstrated the City of Indianapolis through eight perspectives including culture, business, sport, education and art. Also, the exhibition displayed the milestone events in the five years sister city relationship. Mayor Ballard addressed in the exhibition, said that Indianapolis treasures the sister city relationship with Hangzhou, and welcome multiple ways of communication between both cities.



Awards and Honors of IHSCC and volunteers

Since the establishment of organization on March 2011, Indianapolis – Hangzhou Sister City Committee and its volunteers received awards and honors from city of Indianapolis and state:

- Excellence in Operations, first place, by Indianapolis Sister City International
- Excellence in Programing, 2nd place, by Indianapolis Sister City International
- Best Overall Sister City Program (>500,000 population), by US Sister City International
- Excellence in Services (4 individual awarded)
- Mayor's Community Service Award
- 2012 Best Intern of Indianapolis

The winning of these awards and honors is not possible without volunteers' dedication and the support of Hangzhou government and collaborators.

